Telehealth Patient Information Leaflet

In partnership with Sunderland Digital Challenge Programme
What is Telehealth?

Telehealth is a way you can record your health readings in your own home using a small monitor. This gives your nurse regular information about your health condition so he or she can monitor any changes before they become serious.

However, this does not give an immediate alert and you should call your usual emergency contact if you feel unwell.

The monitor will not interfere with your existing treatment and you should continue with all prescribed medications. You need make no changes to your daily activities and can do things as you would normally.

What equipment will I need?

You will need a monitor and as you can see from the photo, the monitor is small and discrete. It will not take up much space but will need to be within reach of your telephone and electricity wall sockets. Features include

- Clear easy to read messages and test results
- Audio messages to remind you when to take your reading
- Large, easy to use buttons

You will also be supplied with the appropriate attachments depending on your condition, these could include a blood pressure cuff, set of scales or a finger sensor. The attachments will record your health readings and should only be used by you. If anybody else uses the monitor and attachments this could lead to incorrect readings and could effect your treatment.

We will make an appointment with you to install the monitor and make sure you know how to use it.

What readings may I be asked to take?

You will take readings that will help the nurse to assess your condition, for example, blood pressure, weight and/or oxygen levels. When your equipment is installed your nurse will be there to set up the ranges for your readings and make sure you know how to take them.
You can agree the best time to take your readings with your nurse. The
monitor will give you a verbal prompt to remind you. Most people take their
reading between 9.00am and 11.00am.

**How will my reading be viewed by my nurse?**

After you have taken your readings your information will be sent, via the
telephone line, to the Telehealth Monitoring Centre at Sunderland City
Council. A member of the Telehealth Monitoring Team will check your
readings later that morning. Your nurse will also be able to view your
readings later that day.

Your information is confidential and it will be seen by the Telehealth
Monitoring Team and nurse who provide your care. Other members of the
healthcare team (for instance your GP) may also have access to your readings
in order to deliver your care effectively.

**What if there is a problem with my readings?**

If there is a problem with your readings a member of the Telehealth
Monitoring Team will contact you by telephone between 11.00am and
1.00pm and ask you to do a retest. If the readings continue to be outside of
your normal range, they will alert your nurse who will contact you later that
afternoon to discuss any changes in your treatment.

If you feel unwell, do not wait to be contacted by your nurse but call your
usual emergency contact.

**How long will I use Telehealth?**

Your nurse will review Telehealth with you after eight weeks and will discuss
whether this should be continued.

**What will it cost me?**

The monitor will use your existing telephone line and the information is sent
using a free-phone number so there will be no call charges. It uses very little
electricity and will cost you about 10p per month to run.
What if I have any questions?

Your nurse will be happy to answer any questions you may have and his or her details are below.

Your emergency contact information can be found in your CARE PLAN. Please ask your nurse for more information.

NHS South of Tyne and Wear (serving Gateshead Primary Care Trust, South Tyneside Primary Care Trust and Sunderland Teaching Primary Care Trust) is committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

If you require further copies of this leaflet please contact the Admin Support team for Sunderland Community Matrons Tel: 0191 516 6333

This information can be made available in another format or language on request. Please contact the Communications and PR Team Tel: 0191 529 7118 Email: mopl@sotw.nhs.uk